

In the Claims

1. (Currently Amended) A computer implemented method of monitoring a business process of an entity associated with a service level management domain, ~~the service level management domain includes a plurality of management layers~~, the method comprising steps of:

identifying a plurality of services a network provides for the entity in performance of the business process, the services being composed of a plurality of network components and the business process being composed of the plurality of services;

determining at least one value of a variable that indicates an operational characteristic of at least one of the plurality of services; and

executing code to monitoring the at least one value of the variable to monitor the business process.

2. (Previously Amended) The method of claim 1, further comprising a step of, determining component parameters for the plurality of network components, and

wherein one or more of the component parameters is capable of being mapped into the variable.

3. (Previously Amended) The method of claim 2, further comprising a step of, controlling selected ones of the plurality of network components to establish the service.

4. (Previously Amended) The method of claim 2, wherein software agents are utilized to monitor the plurality of network components.

5. (Previously Amended) The method of claim 4, wherein the software agents monitor and control values of the component parameters.

6. (Previously Amended) The method of claim 4, wherein the software agents receive one or more inputs and perform one or more actions based on the one or more inputs.

Claims 7 and 8 (Cancelled)

9. (Previously Amended) The method of claim 1, further comprising a step of, determining a service level designating an acceptable level of the variable.

10. (Previously Amended) The method of claim 9, comprising a step of, comparing the variable to the service level.

11. (Previously Amended) The method of claim 9, further comprising a step of, incorporating in a service level agreement the service level for the service.

12. (Previously Amended) The method of claim 11, further comprising a step of reporting whether the service levels of the service level agreement is satisfied for a designated time.

13. (Previously Amended) The method of claim 1, wherein each of the plurality of network components are represented by one or more component parameters values stored at the plurality of network components, and the monitoring step comprises a step of accessing the values at the plurality of network components using a management protocol.

Claims 14-18 (Cancelled)

19. (Currently Amended) A computer implemented method of providing service level management, the method comprising steps of:

determining services required by a business process, ~~the business process being composed of the services and~~ the services being composed of a plurality of network components; and

determining service parameters marked by service levels for each service, each of the service parameters is a variable whose value is an index representative of an operational characteristic of an associated service ~~provided by a network formed from the plurality of network components~~ [[.]]; and

executing code to measure service parameters to monitor the service levels of each service.

20. (Cancelled)

21. (Previously Amended) The method of claim 19, further comprising a step of, determining component parameters for each component.

22. (Previously Amended) The method of claim 21, further comprising steps of, receiving a plurality of values for the component parameters; and outputting a value of at least one service parameter.

23. (Previously Amended) The method of claim 22, further comprising a step of, determining agents to monitor each of the component parameters.

24. (Previously Amended) The method of claim 23, further comprising a step of, integrating management of the components with management of the services.

25. (Previously Amended) The method of claim 21, further comprising steps of, measuring component parameters, and mapping the measured component parameters to the service parameters.

26. (Original) The method of claim 19, wherein the service parameters and service levels are provided in a service level agreement.

27. (Original) The method of claim 26, wherein the service parameters are measured for a designated time and compared to the service levels in the service level agreement.

Claims 28 and 29 (Cancelled)